

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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In re Patent Application of:  
Smith et al.

Application No.: 10/789,805

Confirmation No.: 5629

Filed: February 27, 2004

Art Unit: 3689

For: METHOD AND SYSTEM FOR A SERVICE  
CONSUMER TO CONTROL  
APPLICATIONS THAT BEHAVE  
INCORRECTLY WHEN REQUESTING  
SERVICES

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Examiner: C. A. Stroder

**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**INTRODUCTORY COMMENTS**

In response to the Office Action dated November 15, 2010, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.